

[Town of Hempstead/City of Long Beach]

Draft Local Plan

July 1, 2021 – June 30, 2025

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Strategic Planning Elements

Local Workforce Development Areas (LWDAs) and Regional Demand Lists are now maintained [online](#). [Changes to the Demand Lists can be made by following the directions on the webpage.](#)

[I attest that the priority ranked list of the LWDA's demand occupations was last updated on \[specify date in the text box below\].](#)

June 7, 2023

How is this information shared with the Local Workforce Development Board (LWDB)? What was the last date on which it was shared?

This information will be shared with the Board electronically.

a. Provide an analysis of regional economic conditions, including:

i. Existing and emerging in-demand sectors and occupations; and

The New York State Department of Labor's (NYSDOL) Bureau of Labor Market Information in the Division of Research and Statistics (R&S) published a report in 2019 that outlines the Significant Industries on Long Island. Significant industries in the Long Island region are Construction; Manufacturing; Trade, Transportation and Utilities; Professional and Business Services; Health Care and Social Assistance; and Leisure and Hospitality. These industries are significant because they experience above-average job growth, they employ a significant number of jobs (>12,500), project job growth for 2016-2026 is above-average, and/or they pay above-average wages. Although not specifically identified as a "significant industry" in the R&S report, Information Technology continues to offer occupational growth across the industries mentioned.

ii. The employment needs of businesses in those sectors and occupations.

The employment needs of businesses in the sectors above continue to expand. R&S states that on average, the projected percent change in jobs between 2016-2026 is 12.3% sectors, and businesses will need to fill these positions as growth in the industries occur. Below are examples of the most in-demand occupations for each industry:

Construction: electricians; office clerks; and plumbers, pipefitters, and steamfitters

Manufacturing: light truck or delivery services drivers; packers and packagers, hand; and inspectors, testers, sorters, samplers, and weighers

Trade, Transportation and Utilities: electricians; heating, air conditioning, and refrigeration mechanics and installers; and carpenters

Professional and Business Services: lawyers; paralegals and legal assistants; bookkeeping, accounting, and auditing clerks; and office clerks

Health Care and Social Assistance: home health aides, medical assistants, nursing assistants, personal care aides and dental assistants

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Leisure and Hospitality: drivers/sales workers; combined food preparation and serving workers, including fast food; waiters and waitresses; and restaurant cooks

- b. Describe the knowledge, skills, and abilities needed to meet the employment needs of businesses, including those in in-demand sectors and employing individuals in demand occupations.

R&S indicates that the following knowledge, skills, and abilities are necessary to meet employment in the aforementioned sectors:

Construction

The majority of occupations within this sector is skilled trade. Essential skills are maintenance, repairs, new work, and alternations.

Manufacturing

Manufacturing remains an important sector in the Long Island economy despite undergoing significant restrictions over the last decade. The aerospace and defense manufacturing industry provided a strong base for engineering and research and product development. Workers with these skills are an asset in a world where technology and innovation are critical for economic growth.

Trade, Transportation and Utilities

Occupations within this sector are also skilled trade, but communication and selling skills are necessary.

Professional and Business Services

This sector includes a variety of industries reflecting Long Island’s wide-ranging skills and capabilities in science, engineering and technology. Expertise and skills in legal, accounting, architectural, advertising, scientific R&D, and other professional services are essential. Specializations in general management, personnel administration, clerical activities, and cleaning activities are also critical for employers.

Health Care and Social Assistance

Due to the aging Long Island population, there is a greater demand for nursing care for home patients and patients at assisted living facilities. The opioid epidemic has also increased demand for residential substance abuse facilities.

Leisure and Hospitality

Skills in this sector include abilities to prepare meals, snacks and beverages to customers for on-premises or off-premises consumption.

NYS DOL’s Employment in New York State March 2021 Newsletter states that “one of the biggest (positive) surprises of 2020 was how quickly employers (and workers) embraced ‘work from home’ (WFH) arrangements during the [COVID-19] pandemic.” This shift indicates that as telecommuting varies widely by occupation and industry, employers also need to hire individuals that have the computer skills needed to work remotely.

- c. Provide an analysis of the regional workforce, including:

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- i. Current labor force employment and unemployment numbers;

Since 2021, the labor market and economic conditions in Hempstead/Long Beach has seen tremendous improvement. The NYSDOL Division of Research and Statistics (R&S) states that in April 2023, the labor force was 415,800 in the Town of Hempstead and 20,400 in the City of Long Beach with unemployment rates at 2.4% and 2.0%, respectively.

- ii. Information on any trends in the labor market; and

The COVID-19 pandemic's impact on the labor market is unprecedented. NYSDOL's Employment March 2021 newsletter states that in April 2020, the "U.S. lost more than 21 million private sector jobs as businesses shut down in the wake of the pandemic," and that "job losses during the pandemic were largest in service-providing industries, like leisure and hospitality, retail trade and health care."

In addition, R&S reports that "for the year ending January 2021, the number of private sector jobs on Long Island declined by 113,100, or 10.1%, to 1,007,700. The greatest losses were in leisure and hospitality (-32,400), trade, transportation and utilities (-21,400), educational and health services (-20,900), professional and business services (-11,600), other services (-10,900), natural resources, mining and construction (-6,700) and manufacturing (-4,800)."

- iii. Educational and skill levels of the workforce in the region, including individuals with barriers to employment.

According to the New York State Census Bureau, the educational attainment levels in Nassau and Suffolk Counties in 2019 are as follows:

Nassau

- **Residents ages 18 to 24**
High School Graduates: 24.8%
Bachelor's Degree or Higher: 24.7%
- **Residents ages 25 and over**
High School Graduates: 91.9%
Bachelor's Degree or Higher: 47.2%

Suffolk

- **Residents ages 18 to 24**
High School Graduates: 28.0%
Bachelor's Degree or Higher: 19.0%
- **Residents ages 25 and over**
High School Graduates: 26.2%
Bachelor's Degree or Higher: 38.3%

- d. Provide an analysis of workforce development activities, including education and training, in the region.

- i. Identify strengths and weaknesses of these workforce development activities.

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The Long Island Workforce Development Boards (LWDBs) lead a sophisticated network of programs and partnerships, and collaborate with other leaders, such as the LIREDC, to maintain and constantly improve and expand a comprehensive regional workforce development system. The Town of Hempstead/City of Long Beach LWDB has expanded the footprint of the WIOA-mandated workforce development system to the larger, non-mandated system, through its participation on the LIREDC Workforce and Education Workgroup, the Long Island Sector Partnership, the Stony Brook University Manufacturing Extension Partnership (MEP) Center. Manufacturing and Technology Resource Consortium (MTRC) and other groups and initiatives. The strengths of the Long Island workforce development activities are that they are broadly collaborative and benefit from a variety of partnerships. The weakness is that disseminated state and federal funding and resources sometimes do not foster sufficient coordination with the regional LWDBs.

- ii. Does the local area have the capacity to address the education and skill needs of the local workforce, including individuals with barriers to employment, and the employment needs of businesses? Please explain.

The local area does have the capacity to address the education and skill needs of the local workforce, including individuals with barriers to employment, and businesses. This capacity is illustrated by the Local Area's long-standing track record of serving thousands of Long Islanders, while consistently surpassing performance goals. The HempsteadWorks Career Center offers comprehensive services to jobseekers, including assessment, career counseling, skills training, job placement, follow-up services, and more. Businesses benefit from job matching, pre-screening, assistance in obtaining training funds and tax incentives, on-site recruitment, job fairs, etc. Individuals with barriers to employment are served by our Career Center staff, partner organizations and youth contractors. Individuals with disabilities are guided through enhanced services by the HempsteadWorks Disability Resource Coordinator. WIOA and partner funds are leveraged to target those who are in priority groups and who are most in need of services. The Local Board has also obtained several non-WIOA grants to serve jobseekers and businesses, such as the United Way of Long Island, funding through the New York State Office of Temporary and Disability Assistance through Temporary Assistance for Needy Families, the Empire State Poverty Reduction Initiative, and the New York Community Bank Youth Services Grant.

- e. Describe the LWDB's strategic vision and goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment.

The foundation of the Local Board's strategic vision and goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment, is its overarching vision, which states: "Our vision for the future is one of unprecedented economic prosperity, growth and opportunity for businesses and citizens, along with the realization of the highest quality of life attainable." To realize this vision, the Local Board has established the following mission statement: "Our mission is to ensure that skilled workers are available to employers; help jobseekers to find work; and foster economic development." The Local Board's Youth Standing Committee has established the mission "to enhance opportunities for youth in the community to attain the skills,

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education and credentials needed to enter the workforce, retain employment and increase earnings.” The Local Board’s strategy to operationalize these concepts as follows:

- Equip workers with the knowledge, credentials, skills and abilities to enter and progress along career ladders within growing and transformative industries that hire for demand occupations;
- Apply sector-based strategies to identify specific workforce preparation requirements;
- Foster robust partnerships designed to plan collaboratively; share resources; leverage augmenting funds and accept mutual accountability;
- Inform planning and continuous improvement activities with fact-based decision-making, using relevant, reliable and data;
- Utilize co-enrollment, as well as blending and braiding of funds where feasible;
- Apply customized employment and person-centered planning, as appropriate, particularly for individuals with disabilities;
- Maintain a systemic culture of quality management that celebrates successes and addresses weaknesses with positive solutions.

- i. How do the local area’s workforce development programs, including programs provided by partner agencies, support this strategic vision?

The local area’s workforce development programs, including programs provided by partner agencies, support this strategic vision through the active participation of our partner organizations on our Local Board, its subcommittees, workgroups and grant projects. Our vision is also supported by our contractors, such as the Long Beach Adult Learning Center, EAC Network and Nassau BOCES. During the most recent planning period, the local area led an effort undertaken by the three Long Island Local Boards to form the Long Island Sector Partnership, an initiative funded by a NYSDOL Sector-Partnership National Emergency Grant - Regional Sector Partnership Development Grant. Facilitated by a consultant, Humanity 2.0, and following a model established by a Local Board member and business partner, Northwell Health, this extended partnership has created an unprecedented opportunity for the local area and the region to gather sector-based workforce intelligence and to align that data with collaborative career and training services provided by the One-Stop System and its partners. The fosters a protocol of data collection, consensus building, leveraging of resources, alignment of programs and services and collaboration that supports our strategic vision.

- ii. How will the local area, working with the entities that carry out the core programs, align available resources to achieve the strategic vision and goals?

The organizations that provide the core programs are listed below:

- Adult Career and Continuing Educational Services – Vocational Rehabilitation (ACCES -VR) – Rehabilitation Act;
- Long Island – Regional Adult Education Network (LIRAEN) Adult Education and Family Literacy Act;
- New York State Department of Labor (NYSDOL) Division of Workforce Solutions (DEWS)– Wagner-Peyser program under Title III of WIOA; Trade Adjustment

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Assistance (TAA) under Title II of Trade Act; Jobs for Veterans State Grants under Title 38, U.S.C.; State Unemployment Insurance (UI) programs

- Town of Hempstead Department of Occupational Resources (DOOR) – Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Youth and Dislocated Worker Programs.

The local area, working with the entities that carry out the core programs, aligns available resources to achieve the strategic vision and goals as described below. The above partner organizations integrate services of the core programs into their customer orientations. ACCES-VR, NYSDOL and DOOR are co-located within the HempsteadWorks Career Center. LI-RAEN constitutes an extensive network of local educational agencies and other service providers that are accessed by One-Stop Career Center customers through staff referrals. Participating network providers also refer their customers to the Center. Partner staff will work cooperatively to access core programs, plan the sequence of services, remove service gaps, align programs, provide follow-up and share outcomes.

- f. Describe the LWDB’s goals relating to performance accountabilities measures. How do these measures support regional economic growth and self-sufficiency?

The Local Board plans to exceed goals negotiated with NYSDOL relating to performance accountability measures. These measures support regional economic growth and self-sufficiency because they relate to increased employment, employment retention and earnings, all of which increase the tax base that contributes to government programs and services. These outcomes also correspond to the contribution of more dollars spent with commercial enterprises, which include everything from real estate to retail and beyond. Additional outcomes related to skills development and credential attainment ensure that we are developing the highly skilled and educated workforce that local industries rely on to grow and create jobs.

Local Workforce Development System

- a. Identify the programs, whether provided by the Career Center or any partners, that are a part of the local area’s workforce development system, including:
- i. Core programs;

WIOA requires service delivery under the following core programs: Adult, Dislocated Worker and Youth; Adult Education and Family Literacy Act (AEFLA); Wagner Peyser Act employment services; and vocational rehabilitation. These core programs are a part of the local area’s workforce development system. They are provided as described below:

1. Adult, Dislocated Worker and Youth - DOOR

Adults and dislocated workers have access to the full array of WIOA and partner services through the HempsteadWorks Career Center System. It is a network of organizations that assists employers in hiring qualified workers, and it helps job seekers to develop their skills and secure employment. The One-Stop Career Center provides initial assessment to new customers. This assessment procedure requires staff to identify customers who need skills development

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and/or training services to obtain their employment goal during the customer's first one-to-one meeting with a staff person. Through the assessment, career counselors identify barriers to employment and help the customer establish an employment/occupational goal that is relevant to the local labor market. The results of the assessment are entered in the New York State One-Stop Operation System (OSOS) and utilized to construct an Individual Employment Plan (IEP). For Out-of-School Youth (OSY), a comprehensive assessment is conducted by the DOOR OSY contractors EAC Network and Nassau BOCES immediately upon certification of the eligibility for WIOA services. In-School Youth (ISY) are assessed by our network of local education agencies (LEA) coordinators. These coordinators also provide year-round career counseling and case management services designed to ensure that participants attain their high school diplomas. The contractors provide both OSY and ISY with preparation for postsecondary educational opportunities, linkages between academic and occupational learning, preparation for employment, effective connections to intermediary organizations that provide strong links to the job market and employers. Other contracted youth services include leadership development, financial literacy workshops, and entrepreneurial skills training.

Due to the COVID-19 pandemic, virtual services have been implemented to maintain assistance to jobseekers while protecting the health of staff, customers and partners. Services include:

- Job seekers can register for services available at the career center by completing the online career center registration form at www.hempsteadworks.com
- For general information about services, to ask questions, or to request assistance, including career counseling and job placement, customers can complete a Job Search/Training Assistance form on the HempsteadWorks website
- Career development and computer skills training workshops are conducted online. Some of the workshops include interviewing skills, online job applications, Word and Excel
- Online classroom-based occupational skills training is available for eligible customers, as training providers also provide virtual learning alternatives
- Remote youth services are available for individuals who are not currently enrolled in secondary or post-secondary school, and for youth with disabilities.

2. AEFLA - LIRAEN

Through referrals to external service providers from HempsteadWorks Career Center staff in coordination with the Long Island – Regional Adult Education Network (LI – RAEN), the Local Workforce Development Board (LWDB) provides access to employment, training, education and training, and supportive services available to Title II participants with barriers to employment. DOOR also contracts with the Long Beach Adult Learning Center (LBALC) to provide WIOA Title II services to residents of the City of Long Beach, which is somewhat

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geographically removed from other AEFLA providers located within the Town of Hempstead.

3. Wagner-Peyser program under Title III of WIOA; Trade Adjustment Assistance (TAA) under Title II of Trade Act; Jobs for Veterans State Grants under Title 38, U.S.C.; State Unemployment Insurance (UI) programs

The NYSDOL Division of Employment and Workforce Solutions (DEWS) provides the Wagner-Peyser program under Title III of WIOA and the Trade Adjustment Assistance (TAA) under Title II of Trade Act through labor services representatives deployed at the HempsteadWorks Career Center. NYSDOL DEWS coordinates the Jobs for Veterans State Grants under Title 38, U.S.C.; State Unemployment Insurance (UI) programs through its Disabled Veterans Employment representative (DVER) and Disabled Veterans Outreach Program (DVOP) representative. Veterans services are augmented by the LSRs and other Career Center staff.

4. Vocational Rehabilitation

ACCES-VR provides comprehensive services to individuals with disabilities, including testing, assessment, career counseling, training, job placement, etc. As a key partner in the Disability Employment Initiative (DEI) grant project, ACCES-VR works closely with the HempsteadWorks Disability Resource Coordinator (DRC) to help individuals with disabilities access services and benefits, including the Ticket-to-Work Program, to obtain reasonable accommodations, to utilize adaptive equipment and assistive technology, to access interpreter services, etc.

- ii. Programs that support alignment under the Carl D. Perkins Career and Technical Education Act of 2006; and

Nassau Community College (NCC) administers the Carl D. Perkins Career and Technical Education Act program in our local area. The college provides funding to the Local Board that supports the provision of career development workshops within the HempsteadWorks Career Center. The topics of the workshops include: Resume Development; Interview/Salary Negotiation; Beginning Social Media; and Mastering LinkedIn. NCC also administers the Workforce Development Training Scholarship and Community Health Worker Programs with funding under the Coronavirus, Aid, Relief, and Economic Security Act (CARES Act). The programs prepare low-income and unemployed/underemployed Nassau County residents with training for employment in high-demand industries that include health care, business and trades (e.g., HVAC and plumbing) and for work as a Community Health Worker. DOOR is an NCC partner and refers customers to the school for training.

- iii. Other workforce development programs, if applicable.

Other workforce development programs and how they operate within the local workforce development system are indicated below:

- Job Corps, operated by Management and Training Corporation – Co-located;

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- YouthBuild, operated by United Way of Long Island – co-located;
- Older Americans Act Title V Senior Community Service Employment Program - Co-located;
- Title IV of WIOA, operated by New York State Commission for the Blind (NYSCB) Office of Children and Family Services (OCFS) – Cross-referrals;
- Community Services Block Grants (CSBG) Employment and Training, operated by the Nassau County Economic Opportunity Commission, Inc. – Cross-referrals;
- Temporary Assistance for Needy Families (TANF) Employment and Training under Part A of Title IV of Social Security Act, operated by Nassau County Department of Social Services – Cross-referrals;
- Disability Employment Initiative, operated by DOOR under a grant from NYSDOL;
- Trade and Economic Transition National Dislocated Worker Grant, operated by DOOR under a grant from NYSDOL;
- Opioid National Dislocated Worker Grant, operated by DOOR under a grant from NYSDOL;
- Employment Recovery National Dislocated Workers, operated by DOOR under a grant from NYSDOL;
- Consolidated Funding Application (CFA) 9.0 Unemployed Worker Training Grant, operated by DOOR under two grants from NYSDOL

b. Describe how the local area will ensure continuous improvement of services and service providers.

The local area will ensure continuous improvement of services and service providers through the oversight of the Local Board. This oversight conforms to the monitoring requirements of the HempsteadWorks Policy and Procedure Manual, the HempsteadWorks Oversight Plan, the contractual agreement with the HempsteadWorks One-Stop Operator, contractual agreements with subrecipients and vendors, and memoranda of understanding with partners, etc. By contract, the One-Stop Operator is required to submit the One-Stop Operator Annual Report, which is responded to by the Local Board with feedback and instructions for corrective action or improvement. The Annual Report is reviewed for deficiencies and corrective action is ordered and implemented as appropriate. The board also reviews quarterly Primary Indicators of Performance Reports and Monthly Customer Service Indicators Reports that are issued by the New York State Department of Labor. The data in this report serves as a foundation for continuous improvement decisions. The information on employment, wage, training and training related placement data is reviewed to determine that providers are meeting employment needs of local businesses. In addition, the HempsteadWorks Quality Assurance Program (HWQAP), an award-winning automated tool, is utilized as the basis of fact-based, quality management and continuous improvement. The program measures customer satisfaction by analyzing a series of surveys.

c. Describe how eligible providers will meet the employment needs of local businesses, workers, and jobseekers.

Eligible providers will meet the employment needs of local businesses, workers, and jobseekers by continuing to participate in a procurement process through which the

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Local Board selects providers in a manner consistent with its industry sector-based career pathways development strategies, by preparing students for occupations that are in demand in growth industries, by requiring requires demonstrated effectiveness in achievement of outcomes, by supporting the local area’s attainment of primary indicators of performance, and by responding to customer demand. This procurement goes above and beyond the requirements of the New York State Eligible Training Provider List (ETPL). The selection of eligible providers, as well as their continuing eligibility, is informed by feedback from businesses, participants and jobseekers, along with performance outcomes and monitoring findings.

d. Describe the roles and resource contributions of the Career Center partners.

e. The roles and resource contributions of the Career Center partners is described in the matrix below.

Partner	Role	Resource Contribution
Management and Training Corporation	Administer WIOA Title I Job Corps Program	Outreach and Training
Economic Opportunity Commission of Nassau County, Inc.	Administer Community Services Block Grant Program	Employment and Training Services
Nassau Community College	Administer the Career and Technical Education Programs at the Post-Secondary Level under the Perkins Career and Technical Education Act	Education and Training
Nassau County Department of Social Services	Administer the Temporary Assistance to Needy Families Employment and Training under Part A of Title IV of the Social Security Act Program	Referral
New York State Department of Children and Family Services Commission for the Blind	Administer the WIOA Title IV Rehabilitation Act Program	Rehabilitation
New York State Department of Labor	Administer the Wagner-Peyser program under Title III of WIOA (WP) Trade Adjustment Assistance (TAA) under Title II of Trade Act Jobs for Veterans State Grants (Vets) under Title 38, U.S.C. State Unemployment Insurance (UI) programs	Employment, Training and Veterans Services

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New York State Education Department Adult Career and Continuing Education Services - Vocational Rehabilitation	Administer the WIOA Title IV Rehabilitation Act Program	Rehabilitation
New York State Education Department	Administer the WIOA Title II Adult and Family Literacy Act Program	Education
Town of Hempstead Department of Social Services	Administer the WIOA Title I Adult, Dislocated Worker and Youth Programs	Employment and Training
United Way of Long Island	Administer the WIOA Title I YouthBuild Program	Employment and Training
Urban League of Westchester	Administer the Older Americans Act Senior Community Service Employment Program	Employment and Training

Workforce Development and Career Pathways

- a. Describe how the LWDB will facilitate the development of career pathways, including co-enrollment in core programs when appropriate.

The board will facilitate the development of career pathways, including co-enrollment in core programs when appropriate, by continuing to apply sector-based strategies to form partnerships and gather workforce intelligence. In December 2016, NYSDOL awarded the Regional Sector Partnership Development (RSPD) Grant described in the Strategic Planning section above. Under RSPD, the Local Board collaborated with the other Long Island Local Boards to create the Long Island Sector Partnership with representation from business, education, the workforce system and community-based organizations. The partnership is engaged in the development of career mapping, research and analysis to understand job market information that would help with career pathways, such as:

- Current or accepted education and training requirements for occupations;
- Target occupations/titles to determine skills gaps that exist and where there are lateral or promotional paths;
- Type of education/training/credentialing needed to address these occupational skills gaps;
- Customization of the Competency-Based Models to depict specific needs of a targeted industry within the Long Island Region;

The Local Board’s career pathways partnership includes, but is not limited to the following organizations:

- Town of Hempstead Department of Occupational Resources (DOOR);
- New York State Department of Labor (NYSDOL);

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- Northwell Health HealthCare Career Pathways Project;
- Manufacturing Technology Resource Consortium (MTRC);
- New York State Office of Children and Family Services (NYSOCFS);
- New York State Division of Criminal Justice (NYSDCJ);
- Goodwill Industries of Greater New York and Northern New Jersey, Inc. (GWI);
- EAC Network (EAC);
- Nassau Board of Cooperative Education Services (BOCES);
- New York State Education Department Adult Continuing Career Education Services – Vocational Rehabilitation (ACCES-VR)
- New York State Education Department Long Island – Regional Adult Education Network (LI-RAEN);
- Long Beach Public School Adult Learning Center (LBPSALC);
- Nassau County Youth Board (NCYB);
- Nassau Community College (NCC);
- United Way of Long Island (UWLI) (YouthBuild and Ready to Work);
- Economic Opportunity Commission of Nassau County (EOC);
- Opportunities Long Island;
- Five Towns Community Center, Inc. (FTCC)
- Cerebral Palsy of Nassau County, Inc. (cpnassau);
- Hempstead Public Schools;
- Roosevelt Public Schools;
- Uniondale Public Schools.

The Local Board has assigned the One-Stop Operator to facilitate the development of career pathways by coordinating the activities of its career pathways partners. The sequence of education and training offerings in identified industries or occupations varies based on the participant’s current qualifications, the requirements of the occupation and the nature of the industry. The most common sequence of these offerings under our program is as follows:

1. Basic Education, such as math or reading remediation, Test Assessing Secondary Completion (TASC), English Language training;
2. Classroom-Based Skills Training under and individual training account (ITA);
3. On-The-Job Training (OJT), internship and/or apprenticeship.
4. Job placement.

The sequence might be repositioned, or combined, depending upon the industry. For example, several career pathways services for the construction industry are combined into a pre-apprenticeship program through our contract with Opportunities Long Island.

In order to provide co-enrollment in core programs, where appropriate, the partners coordinate their recruitment and intake activities to ensure that participants encounter a similar enrollment experience at multiple entry points. The partners are fully informed of the services available within the project that are offered by the different partners. These partners confer with the project coordinator to confirm the appropriate service or referral is provided to participants, depending upon their different skill levels.

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A full menu of basic skill services is available to serve individuals with very low basic skills.

- b. Describe how the LWDB will improve access to activities leading to recognized postsecondary credentials.

Working under the auspices of the Local Board, the One-Stop Operator will ensure that the partners provide multiple entry points for all levels of education and employment preparation services. The Operator will ensure that these services are aligned with marketable, stackable credentials including:

- **Completion and attainment of certificates from local proprietary schools, local educational agencies (LEAs), colleges and/or apprenticeship programs;**
- **Retention in employment by employers upon completion of OJT, internships and pre-apprenticeships and apprenticeships;**

Attainment of credentials and entry into employment upon completion of partner programs, such as: YouthBuild; VetsBuild; and Opportunities Long Island.

- i. Are these credentials transferable to other occupations or industries (“portable”)? If yes, please explain.

The Local Board will ensure that funded career pathways providers continue to offer only those credentials transferable to other occupations or industries. Providers will be required to prepare workers for demand occupations within priority industries. These providers will also be required to identify the required credentials.

These providers will also be required to identify the required credentials participants will earn through training and applicable exams and to demonstrate that these credentials are industry-recognized. The industries targeted will be those with the highest levels of employment and the greatest expectation for maintaining and/or increasing these levels within the next five years.

- ii. Are these credentials part of a sequence of credentials that can be accumulated over time (“stackable”)? If yes, please explain.

As indicated under item “a” of this section above, the sequence of credential attainment will be tailored to the individual; however, considered in that sequencing process will be a step-by-step plan to continuously advance the career of the participant. With this approach, the attainment of stackable credentials will be facilitated, not only during the period of program services but also continuing through the life-long learning in which the customer is ultimately engaged.

Access to Employment and Services

- a. Describe how the LWDB and its partners will expand access to employment, training, education, and supportive services for eligible individuals, particularly individuals with barriers to employment.

The Local Board and its partners will expand access to employment, training, education, and supportive services for eligible individuals, particularly individuals with barriers to employment through coordination activities that are facilitated by the One-Stop

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Operator. WIOA has provided Local Boards with a mandate to expand its partnership to new organizations. It has also provided a foundation to solidify new and existing partnerships through a more meaningful memorandum of understanding and shared system infrastructure agreement than might have existed under prior legislation. Under this planning period, the Local Board will continue its longstanding practice of constantly forging new partnerships, with both mandated and non-mandated partners, while at the same time expanding the depth and improving the quality of existing partnerships. These partnerships will facilitate the expanded access described above. The Local Board will also ensure that the focus of the Operator’s partnership development and coordination efforts continues to prioritize individuals with barriers to employment. The Local Board and its partners will also ensure that all access points are customer friendly and non-duplicative through the HempsteadWorks Quality Assurance Program, which gathers customer feedback and provides other data necessary to facilitate continuous improvement. Access opportunities will be publicized at the HempsteadWorks Career Center, at partner sites, through e-blasts and on the system web site at www.hempsteadworks.com.

- b. Describe how the local area will facilitate access to services through the One-Stop delivery system, including remote areas, through the use of technology.

As stated in item “a” above, the use of e-blasts and the system web site will be used to facilitate access to services through the One-Stop delivery system, including remote areas, through the use of technology. A connection to the HempsteadWorks Career Center and the Long Beach Adult Learning Center has also been established to facilitate access through our wide area network (WAN) system.

- c. Describe how Career Centers are implementing and transitioning to an integrated technology-enabled intake care management information system.

The New York State One-Stop Operating System (OSOS) is the primary integrated technology-enabled intake case management information system utilized at the HempsteadWorks Career Center. The Center also participates in the New York State Employment Services System. OSOS is augmented by a Microsoft Access based case tracking system, which is a component of the HempsteadWorks Quality Assurance Program (HWQAP). At intake, program applicants complete hard copy forms and provide hard copy data element documentation. Data elements are entered into OSOS by Career Center intake staff. Based upon OSOS entries and hard copy forms and documentation, a duplicate record is created in the Access system, which is accessed by Career Center staff through our local area network system. The Access record provides functions not available in OSOS, such as the following:

- Individual employment plan (IEP) for adults and dislocated workers;
- Individual service strategy (ISS) for youth;
- Scheduling mechanism for career services workshops;
- Tracking system for individuals training account (ITA) vouchers;
- Connection the customer feedback, customer satisfaction surveys, staff capacity-building and other continuous improvement features of HWQAP;
- Ad hoc reports that may not be available under the OSOS Management Reports or through queries.

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Customers also have the option of completing their intake virtually. Customers are instructed to complete the online career center registration form and an inquiry that to request job search, career counseling, job placement, or training assistance. Once customers have completed the forms, intake staff works with them remotely to finalize the registration process.

- d. Provide a description and assessment of the type and availability of programs and services provided to adults and dislocated workers in the local area.

The HempsteadWorks Career Center assists adults and dislocated workers to acquire the skills and credentials they need to obtain employment in in-demand occupations. Services are delivered in a modern, customer-friendly environment, fully stocked with the latest hardware and software. The Center's resource room provides the following tools to customers: Internet access, self-service personal computers, photocopiers, fax machines, personal computers, resume and cover letter writing software and tutorials on video, as well as computerized and hard copy job bank and labor market information, assessment software, etc. The HempsteadWorks Career Center provides the following career and training services:

- Labor Market Information;
- Assessment;
- Development of Individual Employment Plans;
- Workshops and individualized counseling regarding job search methods, interviewing skills, resume writing, salary negotiation, follow-up, etc.;
- Workshops for using social media in job search;
- Computerized Job Matching;
- Referral to Employers;
- On-Site and Virtual Job Fairs and Recruitment/Hiring Events;
- Basic Skills Training (Reading, Math, English Language);
- On-The-Job Training;
- Classroom-Based Occupational Skills Training (for a variety of demand occupations (based on the availability of funding)).
- Metrix Learning and Coursera
- Virtual Job Shadow

The Center also offers the following computer workshops:

- Word I;
- Word II;
- Excel I;
- Excel II;
- PowerPoint;
- Access;
- Intuit QuickBooks .

Assessments are conducted using the following tools: O'NET Profiler; Career Zone; and JobZone. The Career center also provides the programs and services listed above under the section entitled "Local Workforce development System, item a., iii, "other Workforce Development Programs."

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- e. Describe how workforce activities will be coordinated with the provision of transportation, including public transportation, and appropriate supportive services in the local area.

Workforce activities will be coordinated with the provision of transportation, including public transportation, and appropriate supportive services in the local area as described below. The HempsteadWorks Career Center is easily accessible by public transportation. For off-site activities, transportation payments will be provided in accordance with the Policy for Supportive Services contained in the HempsteadWorks Policy and Procedure Manual. In addition, United Way of Long Island has included HempsteadWorks in an assistance program, entitled Everyone Rides Nice, Inc. that provides bus vouchers to participants. The vouchers assist participants with free public transportation to work, training, school and job interviews.

- f. Describe the replicated cooperative agreements in place to enhance the quality and availability of services to people with disabilities, such as cross training to staff, technical assistance, or methods of sharing information.

Under the DEI, the DRC has developed agreements to enhance the quality and availability of services to people with disabilities with several organizations, including mandated partners, such as ACCES-VR and the Older Americans Act Program. Additional agreements are in place with non-mandated partners, such as the United Way of Long Island's Everyone Rides NICE (Nassau County Inter-County Express) Program, which provides emergency transportation assistance. Agreements for cross training of staff, technical assistance and methods of sharing information are also in place with mandated and non-mandated partners, such as ACCES-VR, Commission for the Blind and Abilities, Inc.

- g. Describe the direction given to the One-Stop System Operator to ensure priority for adult career and training services is given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

The One-Stop System Operator is directed to ensure that priority for adult career and training services is given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient through the HempsteadWorks One-Stop Operator Agreement and the HempsteadWorks Policy and Procedure Manual, which contain instructions for ensuring priority. Additional clarification is provided verbally through meetings, training sessions and supervision involving the Local Board, Local Board staff and the One-Stop Operator.

- h. Describe how One-Stop System Operators and One-Stop partners will comply with the nondiscrimination requirements of the Workforce Innovation and Opportunity Act (WIOA) (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding:

- i. The physical and programmatic accessibility of facilities, programs, and services;

One-Stop System Operator and One-Stop partners will comply with the nondiscrimination requirements of WIOA (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical

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and programmatic accessibility of facilities, programs, and services through the circumstance of being co-located within the HempsteadWorks Career Center, which is housed within commercial office space leased by DOOR. The terms of this lease ensure compliance with the requirements of Section 188. The HempsteadWorks Career Center includes facilities, programs and services that are accessible to all customers, including individuals with disabilities. The physical facility is in compliance with the law and ensures that individuals with disabilities can move around without difficulty (i.e., wide entryways, automatic doors, ramps, etc.). Each customer is given the full range of services, but if a customer's need goes beyond what is available, they are referred to a partner who can meet the need, such as ACCES-VR.

All partners, co-located or not, agree to the terms of the local Service Delivery Memorandum of Understanding (MOU), which states the following:

"In compliance with the Americans with Disabilities Act and section 188 of WIOA, partners will provide individuals with disabilities with physical and programmatic accessibility to facilities, programs, services, technology and materials, including appropriate staff training and support. Partners commit to periodically reassess program accessibility and adjust strategies to improve access as needed.

Accessibility to the services provided by the HempsteadWorks Career Center System and all partner agencies is essential to meeting the requirements and goals of the HempsteadWorks Career Center System. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

Physical Accessibility

The HempsteadWorks Career Center will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services will be available in a convenient, high traffic, and accessible location, taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an 'equal and meaningful' manner providing access for individuals with disabilities."

- ii. Technology and materials for individuals with disabilities; and

The HempsteadWorks Career Center provides an Evas Handicapped Accessible Workstation, complete with the following equipment:

- Xtra Series Large Print Quietkey Gray Keyboard
- Microsoft Explorer Trackball
- Kensington Gel Pillow Keyboard Wrist Support
- Kensington Gel Pillow Mouse Wrist Support
- Epson Perfection Scanner
- Zoom Text Xtra L2 LP/Speech

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- SmartView BandW Color Select Camera Unit
- SmartView Computer Interface with Footswitch
- Open Book Scanning and Reading Software
- JAWS Pro Screen Reader
- Tash Win Mini Alternative Access Keyboard
- UbiDuo Device
- Sorenson Video Relay Service

Staff is provided with space to conduct interviews within the Center. In addition, the partners that are co-located and those that are not agree to additional terms of the local Service Delivery MOU, which states the following with respect to technology and materials for individuals with disabilities:

“Virtual Accessibility

The Town of Hempstead/City of Long Beach Local Workforce Development Board will work with the New York State Workforce Development Board to ensure that job seekers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code. Partners will comply with the Plain Writing Act of 2010; the law that requires that federal agencies use ‘clear Government communication that the public can understand and use’ and all information kept virtually will be updated regularly to ensure dissemination of correct information.

Partners should either have their own web presence via a website and/or the use of social media or work out a separate agreement with the Town of Hempstead/City of Long Beach Local Workforce Development Board to post content through its website, which is www.hempsteadworks.com.

Communication Accessibility

Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All Partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.”

- iii. Providing staff training and support for addressing the needs of individuals with disabilities.

In addition, the partners that are co-located and those that are not agree to additional terms of the local Service Delivery MOU, which states the following with respect to providing staff training and support for addressing the needs of individuals with disabilities: “The partners agree to continue to plan to serve the needs of all workers, especially youth and individuals with barriers to employment, through the System.” As a grant recipient under NYSDOL Disability Employment Initiative Round IV, the Local Board has and will continue to consistently access capacity-building resources for staff. Under the DEI, through the asset development, partnership-building and outreach

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efforts of our Disability Resource Coordinator, the One-Stop has developed and maintains an extensive support system for individuals with disabilities.

- iv. Describe the roles and resource contributions of the One-Stop partners related to the nondiscrimination requirements of WIOA (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.).

The roles and resource contributions of the One-Stop partners related to the nondiscrimination requirements of WIOA (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) are included in the local Service Delivery MOU, which states:

“The partners recognize that NYS Human Rights Law prohibits discrimination or harassment against any employee, applicant for employment or customer due to age, race, creed, color, national origin, sexual orientation, military status, sex, disability, predisposing genetic characteristics, familial status, marital status, or domestic violence victim status of any individual.”

The MOU further states:

“All Partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran’s status, or on the basis of any other classification protected under state or federal law. Partners must assure that they have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. Partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues. All Partners will cooperate with compliance monitoring that is conducted at the Local level to ensure that all HempsteadWorks Career Center System programs, services, technology, and materials are physically and programmatically accessible and available to all. Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the HempsteadWorks Career Center System.”

Business Engagement

- a. What strategies and programs, including training programs, will be used to facilitate engagement of businesses, including small businesses and businesses in in-demand sectors and occupations?

The strategies and programs, including training programs, that will be used to facilitate engagement of businesses, including small businesses and businesses in in-demand sectors and occupations is as follows. The Local Board will create mutually beneficial working relationships with businesses by leading and participating in regional and local strategic planning groups, such as the LIREDC Workforce and Education Workgroup, the

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Long Island Sector Partnership, and the Stony Brook Manufacturing Extension Partnership Manufacturing and Technology Resource Consortium (MTRC) Workforce Workgroup.

Based upon these relationships, the Local Board will engage business organizations, local chambers of commerce and individual businesses as partners in sector-based initiatives to collect workforce intelligence and design career pathways programs. Sector-based initiatives and career pathways development will be focused on demand sectors and occupations, including those described above, under the section entitled "Strategic Planning Elements, a.i Analysis of regional economic conditions, including: Existing and emerging in-demand sectors and occupations." Marketing and job development will be conducted in coordination with Long Island Business Services Team, which is convened by the NYSDOL Regional Office. Business services continue to be functionally aligned with the NYSDOL Division of Employment and Workforce Opportunities (DEWS)/Wagner-Peyser partner at our Career Center. In addition to the above strategies, the Local Board will engage small businesses through its association with local business incubators, such as LaunchPad Long Island and Springboard Incubators, Inc.

In addition, during the period when the last Long Island Regional Plan was implemented, the three Long Island Local Boards formed the Long Island Sector Partnership, a regional strategy funded by a NYSDOL Sector Partnership National Emergency Grant - Regional Sector Partnership Development Grant, awarded to the Hempstead/Long Beach Board. Facilitated by a consultant, Humanity 2.0, and following a model established by a Local Board member and business partner, Northwell Health, this extended partnership positioned the region to gather sector-based data on the workforce needs of businesses and then to align that data with corresponding career and training services provided by the One-Stop System and its partners.

This process fostered a protocol of data collection, consensus building, leveraging of resources, alignment of programs and services, and collaboration. With representation from businesses, education, the workforce system and community-based organizations, the Long Island Sector Partnership engaged in the development of career mapping, research and analysis to better understand the job market and career pathways.

A new regional strategy entitled "Sector-Based Business Services" is being planned for Program Year 2021 and beyond. The foundation for this strategy is a request-for-proposals (RFP) for Sector-Based Business Services recently issued by the Hempstead/Long Beach LWDB. The purpose of the RFP is to support a project that will build on the progress of past sector-based initiatives conducted by the three Boards, including the Long Island Sector Partnership, which was primarily focused on the industry sector of Health Care and Social Assistance.

The Sector-based Business Services Project is intended to engage key stakeholders, including businesses, education, economic development, organized labor, community-based organizations, and the workforce system, to identify employer human resources and skills needs, and to align those needs with the workforce available through the

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design and implementation of career pathways programs. The project will, in part, utilize operating methods and tools, such as career maps, that were developed under the HempsteadWorks Pathways-to-Employment Project, which was by the NYSDOL Disability Employment Initiative (DEI) Round 8 Grant.

It is also planned that the same methods for convening stakeholders, gathering workforce intelligence, developing career pathways, and strategic planning previously applied to regional health care and social assistance organizations will be replicated among other significant industries throughout Long Island to address the workforce needs of local businesses.

i. If applicable, describe the local area's use of business intermediaries.

The Sector-Based Business services Project, described above, will leverage relationships with business intermediaries to expand the footprint of the workforce development system in the business community. Example of these business intermediaries include the following organizations:

- Long Island Association;
- Long Island Health Collaborative;
- Long Island Software Information Technology Network (LISTNET);
- Launchpad Huntington;
- Manufacturing Technology Resource Consortium at Stony Brook University;
- Long Island Software and Technology Network;
- Alliance for Defense Diversification in Peacetime Transition (ADDAPT);
- Ignite Long Island;
- Long Island Development Corporation;
- Long Island Federation of Labor;
- Career Employment Options;
- Hauppauge Industrial Association;
- We Connect the Dots;
- Long Island Hospitality Association; and
- Local chambers of commerce;
- Workforce Development Institute

b. What strategies or services are used to support a local workforce development system that meets the needs of businesses in the local area?

The strategies and services that the Local Board uses to support a local workforce development system that meets the needs of businesses in the local area include the following:

- Promoting businesses' open positions
- Assisting in the recruitment of new workers by hosting recruitment/hiring events
- Job Matching
- Assistance in accessing grant funds to train new and current employees;

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- **Development of On-The-Job Training and Customized Training programs;**
- **Information regarding tax credits and financial incentives.**

Employers are guided through a non-bureaucratic process by the HempsteadWorks Business Services Liaison. They are assisted in developing job listings that best correspond to their needs and that ensure a maximum of quality referrals. Job openings are listed via telephone, fax, e-mail or in person. The Long Island Business Services Team interfaces with the HempsteadWorks Business Services Liaison to communicate the needs of employers and to determine the ability of the system to match job seekers to employer listings. The Team and the Operator maintains well-coordinated communications with business customers to report progress and exchange feedback.

Businesses also participate in “Employer Presentations” at the HempsteadWorks Career Center. In preparation for Employer Presentations, employers work with the Business Services Liaison to identify the skills and qualifications required to fill their job openings. A computerized screening process is performed to match those requests with a talent pool of available workers. Potential applicants who match the requirements are invited by mail to attend a presentation by the employer, within the HempsteadWorks Career Center. During the presentation, the employer speaks to applicants in a group setting to describe positions, duties, company policies, etc. After the presentation, the applicants fill out employment applications. Next, the employer is provided with an opportunity to interview candidates on a one-on-one basis. Some businesses even hire on the spot. Another option offered to assist businesses with their recruitment efforts is the “Employer Table,” which businesses occupy within the Career Center Resource Room at appointed times. This table includes the employer’s literature, applications, recruitment material, etc.

Due to the COVID-19 pandemic, virtual services have been implemented to continue assisting businesses. Services include:

- **Hosting virtual recruitment events for employers to share their job openings with customers and the qualities of their ideal candidates;**
- **Posted a Job Order Request Form on the career center website so that employers can enter information about the open positions;**
- **Responding to inquiries from businesses regarding completing Worker Adjustment Retraining Notification Act (WARN) notices, listing for new hires, accessing financing and loan programs, etc.;**
- **Posted online forms for employers to participate in our On-the-Job Training and Internship programs.**

- c. Describe how the local area’s workforce development programs and strategies will be coordinated with economic development activities.

The local area’s workforce development programs and strategies are coordinated with economic development activities by the Local Board’s coordination with the LIREDC, the Long Island Development Corporation (LIDC), local Industrial Development and Community Development Agencies. The Local Board is also an active member of the LIREDC. In addition, the Long Island Regional Empire State Development Office and LIDC

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are members of the Local Board. These organizations enjoy a strong, collaborative working partnership through which they share information and capitalize on mutually beneficial and complementary strategic planning activities.

- i. Describe how these programs will promote entrepreneurial skills training and microenterprise services.

These programs will promote entrepreneurial skills training in several ways. First, the HempsteadWorks Career Workshop Series includes an Entrepreneurship Workshop. Second, we share resources including EntreSkills, an online entrepreneurial education course developed by the New York Small Business Development Center, with our customers. Last, Career Center customers also enroll in Hofstra University's entrepreneurship training programs, as well as refer people to NYSDOL's Self-Employment Assistance Program (SEAP).

- d. Describe how the LWDB will coordinate its workforce investment activities with statewide rapid response activities.

The Local Board coordinates its workforce investment activities with statewide rapid response activities by assigning Career Center staff to participate on the Long Island Rapid Response Team, which is convened by the NYSDOL DEWS Regional Office. Worker Adjustment and Retraining Notification Act (WARN) notices pertaining to the region are routinely provided to the Local Board and recorded in HWQAP. The staff assigned to the team participates in the planning and execution of off-site presentations and outreach activities related to expeditious and rapid response events. The Local Board also includes information regarding dislocated workers affected by rapid response events in its analysis of workforce talent availability and skills development needs in its sector-based career pathways development planning.

Program Coordination

- a. How do the local area's programs and strategies strengthen the linkages between the One-Stop delivery system and unemployment insurance programs?

The local area's programs and strategies strengthen the linkages between the One-Stop delivery system and unemployment insurance programs in several ways. NYSDOL received a Re-Employment Services and Eligibility Assessment (RESEA) grant from the U.S. Department of Labor, which allows us to provide individualized services to dislocated workers collecting unemployment insurance benefits. The RESEA grant requires NYSDOL to have a signed Partnership Agreement with the Local Board and Career Center Managers. Pursuant to that agreement, NYSDOL will conduct outreach to unemployment insurance beneficiaries and refer them to be served through the HempsteadWorks Career Center. Through this referral process, along with the existing referral arrangements, unemployment insurance recipients have access to the full array of services available through the One-Stop delivery system. NYSDOL also participates on the strategic planning groups listed above in item "a." of the "Business Engagement" section above in partnership with the Local Board, which helps to strengthen the linkage between the One-Stop delivery system and unemployment insurance programs.

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b. Describe how education and workforce investment activities will be coordinated in the local area. This must include:

i. Coordination of relevant secondary and postsecondary education programs;

The Local Board has executed contracts with local colleges, BOCES and proprietary schools which provide people with training for in-demand occupations. These training providers are approved on the New York State Eligible Training List (ETPL). When customers complete intake and receive career counseling, our counselors inform them of the training programs available. If the customer is interested in the program, they can enroll at one of the schools.

ii. Activities with education and workforce investment activities to coordinate strategies and enhance services; and

Activities with education and workforce investment activities to coordinate strategies and enhance services will be coordinated by the Local Board, through its own meetings, through the meetings of its Youth Standing Committee, through its participation on the LIREDC Workforce and Education Workgroup and through its leadership of the Long Island Sector Partnership. All of these groups provide the Local Board with the opportunity to align education and workforce investment activities through interaction with other local boards, local colleges, BOCES, LI-RAEN, as well as other education and workforce agencies. These activities are coordinated on the operations level by the One-Stop Operator.

iii. A description of how the LWDB will avoid duplication of services.

The Local Board will avoid duplication of services through asset mapping to determine and maintain current organizational knowledge of the programs and services available throughout the local workforce development area. In addition, the Local Board will foster active communication and information sharing among the key stakeholders of the Long Island Region through its participation in the annual meeting of the three Long Island Local Boards; the Workforce and Education Committee of the LIREDC; the Long Island Sector Partnership; its Youth Standing Committee; the Nassau Community College Perkins Local Advisory Council and all other coordinating bodies. The HempsteadWorks One-Stop Operator will also ensure non-duplication of services through its coordination of partner organization services and activities.

c. Describe plans, strategies, and assurances concerning the coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), to improve service delivery and avoid duplication of services.

The Local Board will maintain its agreement with NYSDOL to ensure collaboration under NYSDOL's RESEA grant, which will serve as plan, strategy, and assurance concerning the coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), to improve service delivery and avoid duplication of services. This same function will be served by the Service Delivery MOU. Also, as illustrated throughout this section, the Local Board, the HempsteadWorks One-Stop

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Operator and DOOR, the WIOA Grant Recipient, enjoy a strong and productive partnership.

- d. Provide a list of executed cooperative agreements that define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local Career Center System. This includes agreements between the LWDB and entities that serve individuals eligible under the Rehabilitation Act. If no such agreements exist, provide an explanation why this is the case and/or progress towards executing such agreements.

The Local Board has executed cooperative agreements with the providers listed below that define how local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local Career Center system:

- Career and Employment Options, Inc.
- EAC Network
- Goodwill Industries of Greater New York/New Jersey
- Long Beach Adult Learning Center
- Nassau County Board of Cooperative Educational Services (BOCES)
- Hempstead Public Schools
- Roosevelt Public Schools
- Uniondale Public Schools
- United Way of Long Island
- Young Adult Institute

Title II Program Coordination

- a. Provide a description of the LWDB's strategic vision and goals for preparing an educated and skilled workforce, specifically addressing how to improve access to activities leading to a recognized post-secondary credential, as well as other strategies for serving out-of-school youth (OSY) and adults who have low literacy skills, are English Language Learners, or lack a high school diploma or the equivalent.

The Hempstead/Long Beach Local Workforce Development Board's (LWDB's) strategic vision and goals for preparing an educated and skilled workforce fall within its overarching vision of "unprecedented economic prosperity, growth and opportunity for businesses and citizens, along with the realization of the highest quality of life attainable." This vision and these goals also support the mission of the HempsteadWorks Workforce Development System to:

- "Ensure that skilled workers are available to employers;
- Help jobseekers to find work;
- Foster economic development."

In order to improve access to activities leading to a recognized post-secondary credential, HempsteadWorks will design its youth individual service strategy (ISS) template to ensure that its youth contractors plan activities that identify the methods

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and access points for attaining the desired credential(s). The revised ISS will also align services with career pathways development and connections with the WIOA Primary Indicators of Performance.

Other strategies for serving out-of-school youth and adults who have low literacy skills, are English Language Learners, or who lack a high school diploma or the equivalent, include building the capacity of WIOA staff, contractors and partner organizations to gain a full understanding of the resources available through the HempsteadWorks system and the community to obtain the services they require.

The resources available at the HempsteadWorks system and the WIOA formula allocations are being augmented through non-WIOA grant funds accessed by the LWDB, such as the Consolidated Funding Application Workforce Development Initiative Grants.

- b. Provide a description of how the LWDB will expand access to employment, training, education, and supportive services provided through the NYS Career Center System for Title II participants with barriers to employment.

The LWDB will expand access to employment, training, education, and supportive services provided through the NYS One-Stop Career Center system for Title II participants with barriers to employment by collaborating with the Long Island – Regional Adult Education Network (LI-RAEN) to build the capacity of LI-RAEN member organizations and HempsteadWorks partner organizations to understand the services available, eligibility requirements and access points and procedures. In addition, the LWDB will ensure that the HempsteadWorks One-Stop Operator maintains open lines of communication among all of these entities. Additional outreach will be conducted through all of the mandated partner organizations of the HempsteadWorks Workforce Development System, as well as non-mandated organizations that have access to individuals with literacy development needs, such as the Nassau Library System (NLS). Working through the NLS, the LWDB will provide access to services through libraries in areas with low literacy and high unemployment.

- c. Identify how the LWDB will facilitate the development of a career pathways and co-enrollment in academic training programs.

The LI-RAEN convened the first in a series of meetings to address the development of career pathways and co-enrollment in academic and training programs.

Also, during the prior planning period, as described above, under “Business Engagement, item a.,” the Hempstead/Long Beach LWDB created the Long Island Sector Partnership project, an initiative funded by a grant awarded by the New York State Department of Labor to the LWDB on behalf of the three Long Island LWDBs.

Under the grant, the LWDBs aligned a variety of key stakeholders in an effort to implement a sector-based workforce development strategy that will help to meet the workforce needs of employers within the healthcare and social assistance industry,

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while at the same time creating related career pathways for jobseekers. Using knowledge gained and tools developed under the project, the LWDBs are leading the developed career mapping templates, asset maps and research and analysis related to:

- i. Existing workforce plans and partnerships;
- ii. Existing industry-specific training and education;
- iii. Staffing information and data patterns in order to identify in-demand occupations/titles with cross-industry mobility;
- iv. Common promotional pathways/career lattices;
- v. Current or accepted education and training requirements for occupations;
- vi. Critical skills and foundational competencies for entry and mid-level jobs in the identified priority industry/industries;
- vii. Target occupations/titles to determine skills gaps that exist and where there are lateral or promotional paths;
- viii. Type of education/training/credentialing needed to address these occupational skills gaps;
- ix. Where training/credentials are stackable, redundant, or could be supplemented through work experience or OJT to accommodate promotions;
- x. Locating aligned industry curricula in existing training or degree programs that can address gaps as well as competencies/skills needed for entry and mid-level positions;
- xi. Customization of the Competency-Based Models related to the Health Care and Social Assistance Industry, to depict specific needs of that industry within the Long Island Region.

Also, as indicated above, under “Business Engagement, item a.,” the Local Board plans to expand the work of the Long Island Sector Partnership under its new Sector-Based Business Services initiative.

- d. Provide a description of how the LWDB will support the strategy identified in the State Plan and work with the entities carrying out core programs and other workforce development programs, including those authorized under the Carl D. Perkins Career and Technical Education Act to support service alignment.

The LWDB will support the strategy identified in the State Plan by helping it to achieve its three high-level goals related to governance, service delivery and accountability. We will continue to align Long Island Regional Economic Development Council (LIREDC) priorities with our local Workforce Innovation and Opportunity Act (WIOA) programs. In addition, we will ensure that services provided through the HempsteadWorks Workforce Development System meet the needs of special populations. HempsteadWorks will also pursue continuous improvement, using system improvement measures that reflect State priorities. The LWDB will work with the entities carrying out core programs and other workforce development programs, including those authorized under the Carl D. Perkins Career and Technical Education Act to support service alignment, through a system-based, rather than a program-based, approach. To this end, the LWDB is collaborating on several projects with Nassau Community College and Nassau BOCES. The LWDB also funds a career services contract with the Long Beach

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Public Schools Adult Learning Center. Under the leadership of the LWDB, we will ensure that all partners, including those referenced above, share our dedication to support the goals cited above and actively collaborate to implement actions to achieve them.

Youth Activities

- a. Provide contact details of Youth Point(s) of Contact for your local area including: Name of organization, name(s) of Youth Point(s) of Contact, title, address, phone number, and email address. Youth Point(s) of Contact details are primarily used to refer young adults, parents, and partners about youth programs and posted on the [NYS DOL webpage](#).

Myesha Arvon, Youth Services Coordinator, marvon@hempsteadworks.com, (516) 485-5000 ext. 1130

- b. Provide the number of planned enrollments in PY 2021 for new Out-of-School Youth (OSY), carry-over OSY, new In-School Youth (ISY), carry-over ISY, and work experience. *

- i. New OSY

120

- ii. Carry-over OSY

20

- iii. New ISY

25

- iv. Carry-over ISY

6

- v. Work experiences

40

*Please note that PY 2021 enrollments will provide the baseline estimate for the remaining three years of the Plan.

- c. In Attachment F, Youth Services, located on the New York State Department of Labor (NYS DOL) [website](#) under the Local Planning section, identify the organization providing the Design Framework which includes: Intake & Eligibility, Objective Assessments, and Individual Services Strategies (ISS), and 14 Youth Program Elements and whether the provision of each element is contractual, with a Memorandum of Agreement (MOA), or provided by the LWDB.

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- d. Explain how providers and LWDB staff ensure the WIOA elements:
- i. Connect back to the WIOA Youth Program Design Framework, particularly the Objective Assessments and ISS; and

In- and Out-of-School youth contractors provide the Youth Program Design Framework to incorporate the 14 WIOA program elements to serve each participant. Contractors are required to complete and continually update an individual WIOA Youth Program Element Report for each participant. The report documents the date on which youth participated in an activity that aligns with the fourteen elements. The local Youth Services Coordinator ensures that each Program element report agrees with youths' ISS.

- ii. Are made available to youth with disabilities by describing specific program practices, tools, and services that are tailored to serve youth with disabilities.

The HempsteadWorks Youth Coordinator ensures that youth contractors work in cooperation with the HempsteadWorks Disability Resource Coordinator (DRC), who under the Disability Employment Initiative Grant – Round 8, has facilitated a robust project that continues to successfully:

- **Improve education and employment outcomes for youth with disabilities by increasing their participating in existing career pathways programs;**
- **Expand the capacity of the New State Career Center system to serve youth with disabilities using a career-development approach;**
- **Develop a broader business engagement approach within existing career pathways program to address business need and develop a sustainable pipeline.**

The HempsteadWorks DRC continues to strengthen existing partnerships with One-Stop partners like ACCES-VR, and the New York State Office of Children and Family Service Commission for the Blind and fosters new relationships with organizations that specialize in providing comprehensive services to youth with disabilities.

- e. Describe successful models for youth services from your local area, including but not limited to virtual work experiences, OSY recruitment. and engagement strategies.

The Local Board funds several successful models for youth services.

One example is the HempsteadWorks/cpnassau Summer Youth Employment Program (HWCPSEYP). Under the program, DOOR, in its capacity as Fiscal Agent to the Local Board, contracts with Cerebral Palsy of Nassau County, Inc. (cpnasau). The contractor recruits in-school youth who are determined eligible for participation by DOOR. cpnassau conducts an assessment, develops an individual service strategy for each participant. Each participant is assigned to a worksite at the cpnassau facility in Roosevelt, New York. DOOR pays an internship wage for each participant for time spent gaining work experience and while engaged in academics. At cpnassau the participants are exposed to fifty different careers. The participants not only work at cpnassau, but also receive academic instruction once a week and are assigned a mentor to help with their work experiences nearly every day. The program includes a partnership with Winthrop University Hospital to expose students to the medical professions. HWCPSEYP

has been recognized as a promising practice by the National Center for Workforce and Disability.

A second example is the Mission Employment program provided by EAC Network, Inc. The nature of the program is illustrated by the following success story related to one of our participants:

DA is a resident of the Town of Hempstead in the underserved community of Terrace Avenue. DA was admitted into the HempsteadWorks/EAC Mission Employment program based on his contact with the criminal justice system, where he was facing felony harassment charges. After his admission into the program and conducting counseling with DA, staff instantly realized that DA was struggling with anxiety, depression and anger issues, because of his dysfunctional relationship with his family. After encouraging DA to seek additional help to address the problems he faced, DA agreed to have Mission Employment staff enroll him into EAC's extensive anger management program. Mission Employment staff also contacted the District Attorney's office to inquire about their program called alternative to incarceration, where DA was later enrolled into the Community Partnership program (CPP), where he developed further leadership skills which included community service and peer-centered activities that encouraged responsibility and positive social behaviors. This allowed DA to become a peer mentor for at risk youths in middle school where he assisted with coaching their basketball team. Mission Employment staff continued working with DA to ensure that he successfully completed the anger management classes. DA complied with all three programs by completing all the required tasks and demonstrated a change in behavior and was encouraged by his prospect for a brighter future. CPP and Mission Employment staff wrote letters to the District Attorney's office on DA's behalf which led to his charge being reduced from a felony to a misdemeanor. Due to his criminal history DA was unable to pursue the career path he desired, however having a fender-bender led him to an opportunity with Caring Home Care where he gained employment and enjoyed working with people in the caring field. DA discussed with Mission Employment a career path and staff introduced him to the Credentialed Alcoholism and Substance Abuse Counselor (CASAC) program which is a helping profession. Mission Employment made further inquiries to ensure that his criminal history would not exclude him from that career pathway. DA is currently enrolled at Molloy College pursuing his certification for the CASAC program where he desires to work with people that are incarcerated or re-entering society that suffers from substance abuse.

- f. Does your local area plan to serve ISY and/or OSY using the "Needs Additional Assistance" qualifying barrier for eligibility?
- Yes (Attach a Needs Additional Assistance policy that defines reasonable, quantifiable, evidence-based, and specific characteristics of ISY and OSY as described in Technical Advisory (TA) #19-2.
- No (Not required to attach a policy)
- g. Attach a Basic Skills Deficiency policy of youth program as described in the in TA #19-2.

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Administration

- a. Identify the entity responsible for the disbursement of grant funds as determined by the Chief Elected Official(s) (CEOs) or Governor.

The entity responsible for the disbursement of grant funds as determined by the Chief Elected Official or Governor is the Town of Hempstead Department of Occupational Resources (DOOR).

- b. Describe the competitive process to be used to award subgrants and contracts for WIOA Title I activities in the local area.

The competitive process that is used to award sub grants and contracts in our local area is provided below in an excerpt from our “Procedure for Selecting Service Providers,” which describes the methods of procurement at our disposal. Vendors are made aware of opportunities through legal notices published in Long Island Business News, on the Town of Hempstead web site at www.toh.li and on our website at www.hempsteadworks.com.

Procurement is performed by Local Board staff, as appropriate, and the Local Board contracts for Title I services. For each procurement, Board staff meets as a Proposal Review Committee to ensure that proposals have met the 100-point scoring system. Once approved, contracts are drafted and those that will exceed total payment of \$50,000 or more are forwarded to the Town of Hempstead Office of the Compliance Officer for review. Once the Office approves the contracts, they are submitted for approval by the Hempstead Town Board. In- and Out-of-School Youth proposals are reviewed by our Youth Standing Committee, which in turn makes recommendations to the Local Board for selection or rejection. The following are the procurement methods utilized by the Local Board:

1) Small Purchase Procedures

These are simple and informal procurement methods for securing goods and services. The Local Board will comply with standards established by the Governor and the Town of Hempstead for small purchase procedures which ensure that price or rate quotations will be documented from an adequate number of qualified sources. The guidelines for this method are as follows:

i. Purchase of Supplies or Equipment

- **Costs of \$20,000 or more require an advertised bid or request for proposals.**
- **Costs of \$5,000, but less than \$10,000, require written quotations from three vendors.**
- **Costs up to \$5,000 require written quotations from two vendors.**

ii. Purchase of Labor/Materials/Services

- **Costs of \$35,000 or more require an advertised bid or request for proposals.**
- **Costs of \$15,000, but less than \$35,000, require written quotations from three vendors.**
- **Costs up to \$15,000 require written quotations from two vendors.**

(2) Sealed Bids (Formal Advertising)

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This is a publicly solicited procurement for which a firm-fixed-price contract (lump sum or unit price) or other fixed-price arrangement is awarded to the responsible bidder whose bid, conforming to all the material terms and conditions of the invitation for bids, is the lowest in price. The dollar limit for sealed bids is \$500,000.

(3) Competitive Proposals

These are normally conducted with more than one source submitting an offer and either a fixed price or cost-reimbursement type contract is awarded. The dollar limit for sealed bids is \$500,000.

(4) Non-competitive Proposals (Sole Source)

This is procurement through solicitation of a proposal from only one source, the funding of an unsolicited proposal, or, after solicitation of a number of sources, when competition is determined inadequate. The LWDB shall minimize the use of sole source procurements to the extent practical, but in every case, the use of sole source procurements shall be justified and documented. Procurement by non-competitive proposals will be used only when the award of a contract is infeasible under small purchase procedures, sealed bids or competitive proposals.

(5) State or Federal Contract

Procurement of common goods and services may be conducted utilizing state and federal contracts, providing that an appropriate citation of a current contract number is included. The dollar limit for state and federal purchases is \$500,000.

The process for making vendors aware of funding opportunities is as follows:

- (1) A Legal Notice is published in Long Island Business News, on the Town of Hempstead web site at www.toh.li and on our website at www.hempsteadworks.com, which advertises the funding opportunity;
- (2) A bidders' list is established for every procurement that we conduct and a solicitation is mailed to the organizations on the list, either in the form of a request-for-proposals or a bid.

The procurement process is documented in a Procurement File, which includes the following items:

- (1) Independent Estimates;
- (2) Legal Notice;
- (3) Affidavit of Publication of Legal Notice;
- (4) Bid or RFP;
- (5) Bidders/RFP List;
- (6) Award Letters;
- (7) Rejection Letter for Unsuccessful Bidders;
- (8) Cost Price Analysis;
- (9) Certificate of Liability Insurance;
- (10) Documentation of Research Resulting in Sole Source; Documentation of Selection Process, Rating Sheet, Memo, Meeting Minutes, etc.)
- (11) Assurances;

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- (12) Purchase Requisition with Supporting Documentation;
- (13) Purchase Order;
- (14) Proposal Review Log;
- (15) Proposals.

c. Provide the local levels of performance negotiated with the Governor and CEO(s) to be used to measure the performance of the local area and to be used by the LWDB for measuring the performance of the local fiscal agent (when applicable), eligible providers, and the One-Stop delivery system, in the local area.

The local levels of performance negotiated with the Governor and Chief Elected Official to be used to measure the performance of the local area and to be used by the Local Board for measuring the performance of the local fiscal agent, eligible providers, and the One-Stop delivery system, in the local area. Program Year 2021 performance is provided below:

Hempstead/Long Beach Primary Indicators of Performance	PY'21 Adult Measures	PY'21 Dislocated Worker Measures	PY'21 Youth Measures
Employment Rate 2nd Quarter After Exit	56.0%	64.0%	73.5%
Employment Rate 4th Quarter After Exit	58.9%	64.4%	63.5%
Median Earnings 2nd Quarter After Exit	\$5,400	\$6,600	\$3,100
Credential Attainment 4th Quarter After Exit	26.1%	36.4%	63.5%
Measurable Skill Gains	45.5%	45.5%	50.5%

- d. Describe the actions taken toward becoming or remaining a high-performing LWDB, consistent with factors developed by the State Workforce Investment Board (SWIB). The LWDB will be defined as high performing if it meets the following criteria:
- i. It is certified and in membership compliance;
 - ii. All necessary governance actions and items have been accomplished, including executing a local Memorandum of Understanding (MOU), selecting a One-Stop System Operator, and implementing all required local policies, etc.;
 - iii. All One-Stop Career Centers in the LWDA have achieved at least an 80% score in the Career Center Certification process; and
 - iv. The LWDA meets or exceeds all performance goals.

The actions taken toward remaining a high-performing board, consistent with factors developed by the SWIB are described below:

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- i. The board is certified and in membership compliance. Membership changes are closely monitored to ensure continued compliance.
- ii. All necessary governance actions and items have been accomplished, including selecting a One-Stop System Operator and implementing all required local policies, etc., have been accomplished with the exception of executing a local MOU, which is in process.
- iii. NYSDOL implemented the last Career Center Certification process in Program Year 2018, in which the career center scored 100% in required standards and 100% in enhancement standards.
- iv. *The Hempstead/Long Beach's strategy for meeting local performance goals has been to conduct training of the One-Stop Operator, career center staff, vendors, and partner staff to familiarize them with the WIOA Primary Indicators of Performance and Adult Priority of Service. In addition, when NYSDOL publishes the quarterly performance report, we review our progress with staff and brainstorm ways to continuously improve. Afterwards, we share an annual report of our progress with our Board. We also conduct regular "refresher" OSOS staff training to review proper data entry. Finally, we conduct post-program follow-up telephone calls and surveys to exiters in the performance cohorts to identify supplemental performance outcomes.*

Training Services

- a. Describe how training services will be provided in the local area. This may include incumbent worker, on-the-job, and customized training programs.

Classroom training services are provided through local colleges, BOCES and proprietary schools. These services are conducted using individual training accounts (ITA) according to the following procedure:

1. Career counselor reviews customer's Assessment and Individual Employment Plan/Individual Service Strategy (IEP/ISS).
2. Career counselor explains the Individual Training Account (ITA) policy, including Priority of Service Policy (i.e. Residency, Veterans Preference, etc.), Priority Policy for Adults and Training Eligibility Policy.
3. If the customer is not employed, then the career counselor arranges for the customer to sign the Employment Status Self-Attestation Form.
4. The career counselor reviews the customer's file to confirm that lack of self-sufficiency was properly documented in order for the customer to access Intensive Services.
5. If the customer became employed after being enrolled into Career Services, then the career counselor arranges for the customer to provide documentation to confirm lack of self-sufficiency.
6. Customers who are eligible for services under the Trade Adjustment Act (TAA) are referred by the career counselor to take the Tests of Adult Basic Education (TABE).
7. If the career counselor determines that the customer fulfills the requirements of the above referenced policies, the career counselor conducts the Comprehensive Assessment and works in cooperation with the customer to update and continue the customer's IEP/ISS.

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8. If the Comprehensive Assessment reveals that training services are not appropriate for the customer, then the career counselor refers the customer to the appropriate service.
9. If the Comprehensive Assessment reveals that training services are appropriate for the customer and if funding is available for training services, then the career counselor begins the training services exploration process with the customer.
10. If the Comprehensive Assessment reveals that training services are appropriate for the customer and if funding is not available for training services, then the career counselor attempts to assist the customer to meet his/her name training needs through WIOA Pre-Vocational Training (i.e. workshops) or non-WIOA funded.
11. To conduct the training services exploration process, the career counselor provides the List of Approved Training Providers to the customer and calls the approved training providers of interest to arrange for the customer to visit the providers.
12. When customer selects the training provider and program, the career counselor confirms that the training will be conducted to prepare the participant to become employed in a priority occupation included under the following web link:
<http://www.labor.ny.gov/workforcenypartners/IWIOA/local-plan-overview.shtm>.
13. The career counselor also confirms that the training will be provided by a provider that was auto-loaded from the New York State Eligible Training Provider List.
14. Once items 12 and 13 above are confirmed, the career counselor prepares the voucher form after confirming the start and end date of the course with the school. This is forwarded to school to be signed and returned to counselor to prepare forms.
15. The Career Counselor meets with the customer to conduct the enrollment and completes paperwork including Training Enrollment Packet (including the 599 Packet on-line) and Supportive Services Form, with appropriate customer signatures on the Training Voucher and IEP/ISS (after updating IEP/ISS on Blue Screen).
16. The career counselor completes the PAR in Access.
17. The career counselor makes the following entries in the One-Stop Operating System (OSOS):
 - i. Comments in Customer Detail
 - ii. Comments in Services
 - iii. Provider details and dates in Services.
18. The career counselor submits the Voucher, along with the entire packet, to Yvonne for her review and the signature of the Commissioner or First Deputy Commissioner and designation of appendices.
19. Copies of documents are distributed as described below:
 - i. IEP/ISS; PAR; Supportive Services Form; bill and letters regarding payment are all forwarded to Fiscal;
 - ii. Authorization Form – Copy 1 to Training Institution; Copy 2 to participant; Copy 3 to participant’s file;
 - iii. Time sheets and Progress Report Forms to training provider.

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20. On the prospective training start date, the career counselor calls the training provider to confirm customer's start date and then completes the Funding Section in OSOS.
21. The training provider sends monthly progress reports to the career counselor, who then makes entries in OSOS.
22. Upon completion, the training provider submits completion certificate, end date and completion forms to career counselor and Fiscal.
23. Career counselor records completion information in OSOS and MIS.

On-the-job training (OJT) and customized training (CT) are conducted as described below:

The need for OJT and CT interventions is determined by DOOR based upon the participant's assessment, as reflected on the IEP/ISS. The following is the procedure for referral to the OJT and CT interventions:

1. The counselor conducts a Comprehensive Assessment of the participant's occupational skills, using JobZone (for adults and dislocated workers) or CareerZone (for youth) assessment;
2. The assessment results are reflected on the IEP (for adults and dislocated workers) or ISS (for youth);
3. Once the career counselor and the participant agree on the most appropriate job order, the career counselor contacts the employer who listed the order to arrange an interview. If the job is not open, then the career counselor continues this process until an interview is arranged;
4. If the participant is referred to an interview, this referral is recorded in the counseling notes, and or DOOR Referral Form, a copy of which is maintained in the participant file, with the original provided to the participant to submit to the employer;
5. After a participant is referred to a private Sector interview, the career counselor contacts the employer to obtain the interview results;
6. If the participant is not hired by an employer, then the career counselor continues to provide him/her with referrals until placement is accomplished, the participant finds employment, or the IEP/ISS is amended;
7. In addition to these procedures, it is the responsibility of the career counselor to follow up after placement and to resolve any problems, which occur during, and after the participant's enrollment in the program;
8. In order to request to enroll a participant in OJT/CT, the career counselor must complete the Activity form, and complete in written narrative form the Enrollment Rationale (ER) of the IEP/ISS, with reference to the JobZone/Career Zone assessment, to determine the participant's skills gaps before making the enrollment.
9. This documentation, along with any specific documentation required under the enrollment procedure described below for each activity, is submitted to the Business Services Coordinator for review and approval. The Business Services Coordinator then submits the documentation to the Intensive Services coordinator of the appropriate activity for review, approval and recording;

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10. Once an OJT/CT enrollment date is established, the participant is referred to report to the employer with a copy of the enrollment rationale from their IEP/ISS.

Incumbent Worker Training

Promotion and Backfill

Priority will be given to employers or a group of employers who propose to conduct incumbent worker training where a participant acquires new skills allowing him or her to move into a higher skilled and higher paid job within the company, thus allowing the company to hire a job seeker to backfill the incumbent worker's position.

Purposes

Incumbent worker training may only be conducted in cases where and employer will conduct training for at least one of the purposes indicated below:

1. To retain a skilled workforce;
2. To avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment.

Employer Commitment

Incumbent worker training may only be conducted in those instances where there is a written, contractual commitment by the employer to retain or avert the layoffs of the incumbent worker(s) trained.

Reservation of Funds

The Local Board may reserve and use not more than 20 percent of the combination of Adult and Dislocated Worker funds allocated to the local area for each program year to conduct incumbent worker training.

Limited Funds

In instances where Adult funds or Dislocated Worker funds are limited in a program year, those funds will be reserved for individuals who meet the requirements of the attached Local Board's Training Eligibility Policy and who are not incumbent workers.

Employer Eligibility

1. In addition to the requirements indicated above, employer eligibility to receive funding for incumbent worker training will be determined based upon the following factors:
2. The characteristics of the participants in the program;
3. The relationship of the training to the competitiveness of a participant and the employer; and

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4. Such other factors as the local board may determine to be appropriate, which may include the number of employees participating in the training, the wage and benefit levels of those employees (at present and anticipated upon completion of the training), and the existence of other training and advancement opportunities provided by the employer.
5. *Preference will be given to employers who propose to train incumbent workers who are veterans, low-income individuals, public assistance recipients, individuals who are basic skills deficient, individuals with disabilities, etc.

Employer Payment of Non-Federal Share

1. Employers are required to pay for the non-Federal share of the cost of providing the training to incumbent workers based upon the number of employees in their organization as follows. The non-Federal share shall not be less than:
 2. 10 percent of the cost, for employers with not more than 50 employees;
 3. 25 percent of the cost, for employers with more than 50 employees but not more than 100 employees; and
 4. 50 percent of the cost, for employers with more than 100 employees.
5. The employer may provide the share in cash or in kind, fairly evaluated by DOOR on behalf of the LWDB.

Prohibition Against Funding for Employers Who Have Conducted Layoffs and Relocated within 120 Days

No incumbent worker training will be funded for any business or part of a business that has relocated, until the date that is 120 days after the date on which such business commences operations at the new location, if the relocation of such business or part of a business results in a loss of employment for any employee of such business at the original location and such original location is within the United States. DOOR, in its capacity as Fiscal Agent, executes a master contract for classroom training with each classroom training provider after completing a procurement process. ITAs are issued as addenda to the master contract for each individual participant and course.

- b. Describe how contracts will be coordinated with the use of Individual Training Accounts (ITAs).

DOOR, in its capacity as Fiscal Agent, executes a master contract for classroom training with each classroom training provider after completing a procurement process. ITAs are issued as addenda to the master contract for each individual participant and course.

- c. Describe how the LWDB will ensure informed customer choice in the selection of training programs regardless of how training services are provided.

To ensure informed customer choice in the selection of training programs, the Local Board maintains the following actions:

- a. Conduct a procurement process designed to recruit institutions to be included under the Hempstead/Long Beach portion of the ETPL to ensure that as many qualified vendors and courses are available for customers to choose from

- b. A HempsteadWorks list of approved vendors will be available at the One-Stop career center and posted on the HempsteadWorks website
- c. Customers will be encouraged to visit more than one vendor before requesting a voucher for a particular provider.

Career center staff will be well-informed and updated with regard to the full array of training opportunities available within the Hempstead/Long Beach area

Public Comment

- a. Describe the process used by the LWDB to provide a period of no more than 30 days for public comment and input into development of the plan by representatives of business, labor organizations, and education prior to submission.

The process used by the Local Board to provide a 30-day opportunity for public comment and input into development of the plan by representatives of business, labor organizations, and education prior to submission includes the following steps:

- A summary of the Plan is published in a local newspaper and posted on the One-Stop System web site at www.hempsteadworks.com
- The full Plan is posted on the One-Stop System web site at www.hempsteadworks.com
- Both the summary and the full Plan is sent to the Local Board members and then voted on at a meeting of the Local Board.

Representatives of business, labor organizations, community-based organizations, and education are also provided with the summary and the full Plan and afforded an opportunity to offer input.

List of Attachments

Please complete all attachments listed below.

Attachment A – Units of Local Government

Attachment B – Fiscal Agent

Attachment C – Signature of Local Board Chair

Attachment D – Signature of Chief Elected Official(s)

Attachment E – Federal and State Certifications

Attachment F – Youth Services Chart

Original signature pages for Attachments C, D and E, must be delivered to NYSDOL in one of the following two ways:

- Electronic signature (if the LWDB has the capability for it) – Note that electronic signatures must follow the requirements and guidelines of the Electronic Signature and Records Act ([ESRA](#)).

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LWDBs choosing to submit signature pages via electronic signature may submit these pages via email with the Local Plan.

- Mail original versions – Hard copies of traditional signature pages may be sent to:

**Attn: Local Plan
New York State Department of Labor
Division of Employment and Workforce Solutions
Building 12 – Room 440
W. Averell Harriman Office Building Campus
Albany, NY 12240**

All other attachments must be submitted via email with the LWDB Local Plan Template.

In addition to these attachments, LWDBs must provide copies of the agreements listed in the Program Coordination section of this template under [\(d\)](#). If possible, it is preferable to provide a list of hyperlinks to these agreements available on the LWDB website.

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Youth Services

Name of Local Area: *own of Hempstead/City of Long Beach*

Name of Organization Providing Youth Services <i>(Provide name of organization)</i>	Phone Number	Type of Agreement <i>(Select from the 3 options in the drop-down menu)</i>	Youth & Young Adult Recruitment	Case Management/Pathways Coaching	Intake & Eligibility	Data Entry in Case Management System	Objective Assessments	Individual Service Strategy	Tutoring/ Study Skills	Alternative Sec. School	Occupational Skills Training	Work Experience	Edu. Offered Concurrently	Leadership Development	Supportive Services	Adult Mentoring	Comp. Guidance/ Counseling	Financial Literacy	Entrepreneurial Skills	Labor Market Information	Postsecondary prep./transition	Follow-Up
Town of Hempstead Department of Occupational Resources	516-485-5000	LWDB	X		X	X	X				X	X	X	X	X			X		X		X
Long Beach Adult Learning Center	516-544-2945	Contract																			X	X
Morrison Mentors		Contract	X	X	X		X	X	X	X		X	X	X	X	X	X	X	X	X	X	X
Women's Opportunity Rehabilitation Center		Contract	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X		X
Music Breeds		Contract	X	X	X		X	X	X	X		X	X	X	X	X	X	X	X	X		X
Cerebral Palsy Association of Nassau County, Inc.	516-378-2000	MOA										X	X	X	X							
United Way of Long Island (YouthBuild)	631-940-3700	MOA									X	X										
Young Adult Institute	212-273-6182	Contract												X	X	X						
ACCES-VR	518-474-3852	MOA						X					X		X		X				X	
New York Community Bank	516-625-0000	MOA																X				
Nassau Library Systems	5169-292-8920	MOA													X							

Name of Local Area: *town of Hempstead/City of Long Beach*

Name of Organization Providing Youth Services <i>(Provide name of organization)</i>	Phone Number	Type of Agreement <i>(Select from the 3 options in the drop-down menu)</i>	Youth & Young Adult Recruitment	Case Management/Pathways Coaching	Intake & Eligibility	Data Entry in Case Management System	Objective Assessments	Individual Service Strategy	Tutoring/ Study Skills	Alternative Sec. School	Occupational Skills Training	Work Experience	Edu. Offered Concurrently	Leadership Development	Supportive Services	Adult Mentoring	Comp. Guidance/Counseling	Financial Literacy	Entrepreneurial Skills	Labor Market Information	Postsecondary prep./transition	Follow-Up
<i>Please review the program elements listed above and mark "O" for Out-of-School Youth (OSY), "I" for In-School Youth (ISY) or "Both" for both ISY and OSY for all program elements provided by the organization(s).</i>																						

Policy and Procedure for Serving Adults in Priority Populations and Implementing Adult Priority of Service

Background

The Workforce Innovation and Opportunity Act (WIOA) establishes priority populations and a priority of service requirement for funds allocated to employment and training activities for Adults.

Purpose

The purpose of this policy is to provide guidance and establish procedure regarding: (1) serving adults in priority populations; (2) applying priority of service requirements; and (3) data entry requirements.

Policy

(1) Serving Adults in Priority Populations

At least 50.1% of adults receiving individualized and career or training services must fall under one of the following “**Priority Populations**”:

- i. Recipients of public assistance;
- ii. Low-income individuals; and
- iii. Individuals who are basic skills deficient or English language learners¹

“**Other Priority Populations**” include:

- Veterans and their eligible spouses;
- Individuals with disabilities;
- Justice-involved individuals; and
- Single parents
- Individuals with barriers to employment

(2) Applying Priority of Service Requirements

Adult priority is determined during enrollment. Priority of service means that individuals in priority populations are given precedence over other individuals for receiving individualized career and training services funded by the WIOA Adult program. DOOR will apply the Adult priority of service requirement if there is a shortage of funding to support individualized career and training services or if there is a services waitlist.

Priority of service will be given to customers in the following order:

¹If a customer is unable to communicate in English, needs a translator, or has difficulty completing HempsteadWorks’ forms, the customer should be entered into OSOS as an English language learner and have an accompanying comment.

- First, veterans and their eligible spouses who fall in “Priority Populations”
- Second, non-veterans who do not fall in “Priority Populations”
- Third, veterans and their eligible spouses who do not fall in "Priority Populations”
- Fourth, non-veterans who fall into “Other Priority Populations”

(3) Data Entry Requirements

Intake staff should build trust with and engage registering customers. Intake staff will work with customers to gain a better understanding of their barriers to employment. After a thorough conversation/initial assessment with the customer, Intake will enter all their demographical data into the One-Stop Operating System (OSOS) as follows:

Priority Status	OSOS Entry Location
Recipient of public assistance	Customer Detail → Eligibility tab
Low-Income	Customer Detail → Pgms/PA
Basic skills deficient or English language learner ²	Comp Assess → Education
Veteran ³	Customer Detail → Add'l Info
Individual with a disability	Customer Detail → Eligibility
Justice-involved individual	Comp Assess → Legal
Single parent	Comp Assess → Family
Displaced Homemaker	Customer Detail → Work Hist.
Homeless Individual	Comp Assess → Housing
Eligible migrant and seasonal farmworkers	Customer Detail → Eligibility

***Intake staff should enter as much information as possible and should not limit information to required fields only.**

² For English language learners, complete both the Primary Language and Languages Spoken tabs.

³ If the customer is a veteran’s eligible spouse, select “Yes” for Military Service, click “Other Eligible,” and then enter a Comment.

Procedure

For all registering customers:

- 1) Intake staff and customers complete the ES102 together.
- 2) Intake staff enters all the customer's demographical information into OSOS before entering any activity.⁴ If an activity is saved before entering all demographical information, or if new information is gathered after the intake process, please email the HempsteadWorks OSOS Coordinator the customer's name and NYID and explain the changes that are needed.
- 3) Once all information is entered, Intake staff completes the **Priority Population Determination Form** (Appendix B).

References

WIOA Section 3(5); 3(24); 3(36); and 134(c)(3)(E)
20 CFR §678.430; §680.200; and §680.600-§680.660
Technical Advisory #23-a

⁴ If the customer communicates information that conflicts with the documentation they have presented, documentation takes precedence. Make a note in Comments explaining the conflict.

Appendix A: WIOA Definitions

1) Recipient of Public Assistance

Examples of public assistance include:

- Temporary Assistance for Needy Families (TANF);
- Food stamps/ Supplemental Nutrition Assistance Program (SNAP);
- General Assistance (GA) State/Local;
- Refugee Cash Assistance (RCA);
- Safety Net/Home Relief;
- Supplemental Security Income (SSI);
- Social Security Disability Insurance (SSDI); and
- Exhausting TANF within two years.

2) Low-Income

(A) IN GENERAL.—The term “low-income individual” means an individual who—

(i) receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the program of block grants to States for temporary assistance for needy families program under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), or the supplemental security income program established under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or State or local income-based public assistance;

(ii) is in a family with total family income that does not exceed the higher of—

(I) the poverty line; or

(II) 70 percent of the lower living standard income level;

(iii) is a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)));

(iv) receives or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.);

(v) is a foster child on behalf of whom State or local government payments are made; or

(vi) is an individual with a disability whose own income meets the income requirement of clause (ii), but who is a member of a family whose income does not meet this requirement.

Note: Under WIOA, there is no exclusion of payments for unemployment compensation, child support payments, and old-age survivors insurance benefits from the income calculations for determining if an individual is low-income. These exclusions that were previously provided under [Workforce Investment Act] WIA sec. 101(25) no longer apply.

3) Basic Skills Deficient

(5) BASIC SKILLS DEFICIENT.—The term “basic skills deficient” means, with respect to an individual—

(A) who is a youth, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or

(B) who is a youth or adult, that the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

4) Veteran

A veteran is defined as “a person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable.” This is essentially the same as the WIOA definition found in WIOA Law at Section 101(49). Active service includes full-time duty in the National Guard or a Reserve component, other than full-time duty for training purposes. This definition to be applied for the purposes of the priority differs from and is broader than the definition of “eligible veteran,” which is applied under Veterans and Wagner-Peyser grant programs. Under Title 38, United States Code Section 4211, the term “eligible veteran” means a person who – (A) served on active duty for a period of more than 180 days and was discharged or released therefrom with other than a dishonorable discharge; (B) was discharged or released from active duty because of a service-connected disability; or (C) as a member of a reserve component under an order to active duty, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge. It is very important that the distinction between the two definitions is understood and applied correctly. USDOL is bound by law to use the “Final Rule” definition as it was the intent of Congress that priority of service be made available to a broad category of former service members. However, the definition of veteran to be applied for the purposes of the priority does not alter the statutory reporting requirements for Wagner-Peyser and Veteran Grants, which require application of the more narrowly defined definition of eligible veteran. In other words, a veterans’ priority is not intended to displace the core mission of any particular program.

5) Veteran’s Eligible Spouse

The term “eligible spouse” means – (A) the spouse of any person who died of a service-connected disability; (B) the spouse of any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than ninety days: (i) missing in action, (ii) captured in line of duty by a hostile force, or (iii) forcibly detained or interned in line of duty by a foreign government or power; or (C) the spouse of any person who has a total disability permanent in nature resulting from a service-connected disability; or (D) the spouse

of a veteran who died while a disability so evaluated was in existence. USDOL provides additional clarification for “A” and “D” above by indicating that the re-marriage of the spouse would not terminate their eligibility. However, if a spouse becomes divorced from a veteran under “B” and “C” above, eligibility for priority of service is terminated. It is further understood that the JVA does not exclude from eligibility spouses who were not citizens at the time that the veteran was discharged or retired, nor does it stipulate that a spouse had to be married to a veteran at the time of his or her discharge or retirement.

6) Individuals with Barriers to Employment

The populations included in the “individuals with barriers to employment” in WIOA sec. 3(24) include:

- (a) Displaced homemakers (as defined in WIOA sec. 3(16));
- (b) Low-income individuals (as defined in WIOA sec. 3(36));
- (c) Indians, Alaska Natives, and Native Hawaiians (as defined in WIOA sec. 166(b));
- (d) Individuals with disabilities, including youth who are individuals with disabilities (as defined in WIOA sec. 3(25) (includes individuals who are in receipt of Social Security Disability Insurance);
- (e) Older individuals (age 55 and older) (as defined in WIOA sec. 3(39));
- (f) Ex-offenders (“offender” as defined in WIOA sec. 3(38));
- (g) Homeless individuals or homeless children and youths;
- (h) Youth who are in or have aged out of the foster care system;
- (i) Individuals who are:
 - (1) English language learners (WIOA sec. 203(7)),
 - (2) Individuals who have low levels of literacy (an individual is unable to compute or solve programs, or read, write, or speak English at a level necessary to function on the job, or in the individual’s family, or in society); and
 - (3) Individuals facing substantial cultural barriers;
- (j) Eligible migrant and seasonal farmworkers (as defined in WIOA sec. 167(i)(1-3));
- (k) Individuals within two years of exhausting lifetime TANF eligibility;
- (l) Single parents (including single pregnant women);

- (m) Long-term unemployed individuals (unemployed for 27 or more consecutive weeks); and
- (n) Such other groups as the Governor involved determines to have barriers to employment.

7) Individualized Career Services

Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following services, as consistent with program requirements and Federal cost principles:

- (1) Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
 - (i) Diagnostic testing and use of other assessment tools; and
 - (ii) In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- (2) Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers (as described in § 680.180 of this chapter);
- (3) Group counseling;
- (4) Individual counseling;
- (5) Career planning;
- (6) Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- (7) Internships and work experiences that are linked to careers (as described in § 680.170 of this chapter);
- (8) Workforce preparation activities;
- (9) Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and § 681.500 of this chapter;
- (10) Out-of-area job search assistance and relocation assistance; and
- (11) English language acquisition and integrated education and training programs.

8) Training Services

Types of training services are listed in WIOA sec. 134(c)(3)(D) and in paragraphs (a) through (k) of this section. This list is not all-inclusive and additional training services may be provided.

- (a) Occupational skills training, including training for nontraditional employment;
- (b) On-the-job training (OJT) (see §§ 680.700, 680.710, 680.720, and 680.730);
- (c) Incumbent worker training, in accordance with WIOA sec. 134(d)(4) and §§ 680.780, 680.790, 680.800, 680.810, and 680.820;
- (d) Programs that combine workplace training with related instruction, which may include cooperative education programs;
- (e) Training programs operated by the private sector;
- (f) Skills upgrading and retraining;
- (g) Entrepreneurial training;
- (h) Transitional jobs in accordance with WIOA sec 134(d)(5) and §§ 680.190 and 680.195;
- (i) Job readiness training provided in combination with services listed in paragraphs (a) through (h) of this section;
- (j) Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with training services listed in paragraphs (a) through (g) of this section; and
- (k) Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training (see §§ 680.760 and 680.770).

Appendix B: Priority of Population Determination Form
(For Internal Use Only)

Customer Name: _____ **NYID:** _____

Instructions: The information below is to be recorded for all HempsteadWorks customers. Check “Yes” or “No” to indicate whether the individual meets the criteria listed below. Place a checkmark to indicate the method used to validate the answer.

Priority Population

1. Is the customer a recipient of public assistance? Yes ___ No ___
- Copy of authorization to receive cash public assistance
 - Copy of public assistance check
 - Medical card showing cash grant status
 - Public assistance eligibility authorization
2. Is the customer a low-income individual? Yes ___ No ___
- HempsteadWorks Income Status Questionnaire
 - Award letter from Veterans’ Administration
 - Bank Statements
 - Pay Stubs
 - Compensation Award Letter
 - Court Award Letter
 - Pension Statement
 - Employer Statement/Contact
 - Family or Business Financial Records
 - Housing Authority Verification
 - Written statement of referral transmittal from a shelter or social service agency or a letter from a caseworker or support provider (if homeless)
 - Quarterly Estimated Tax for Self-Employed Persons
 - Social Security Benefits
 - UI Claim Documents
 - Copy of Authorization to Receive Cash Public Assistance
 - Copy of Public Assistance Check
 - Public Assistance Eligibility Verification
3. Is the customer basic skills deficient? Yes ___ No ___
- Assessment Test Result
 - Applicable records from an educational institution
4. Is the customer an English language learner? Yes ___ No ___
- Career Center Supplemental Questionnaire Attestation (ES102)
 - Customer requires a translator and/or is unable to communicate in English
 - Applicable records from an educational institution

Other Priority Population

5. Is the customer a veteran or the eligible spouse of a veteran? Yes ___ No ___
- DD-214
 - A letter from the Veterans’ Administration
 - Career Center Supplemental Questionnaire Attestation (ES102) (for eligible spouse only)

6. Does the customer fall under any of the categories below as verified by the Career Center Supplemental Questionnaire Attestation (ES102) (check all that apply)? Yes ___ No ___

- Individual with a disability
- Ex-offender
- Single parent (including single pregnant women)

7. Is the customer an individual with a barrier to employment? Yes ___ No ___

- Displaced homemaker
- Indian, Alaska Native, and Native Hawaiian
- Older individual (age 55 and older)
- Homeless individual
- Eligible migrant and seasonal farmworker
- Individual within two years of exhausting lifetime TANF eligibility
- Long-term unemployed (unemployed for 27 or more consecutive weeks)

Does the customer fall under "Priority Populations"? Yes ___ No ___

Does the customer fall under "Other Priority Populations"? Yes ___ No ___

Intake Counselor: _____

Intake Counselor Signature: _____ **Date:** _____

Has the customer's information been clearly documented in OSOS? Yes ___ No ___

Total Number of "Yes" selected: _____

Intake Coordinator: _____

Intake Coordinator Signature: _____ **Date:** _____